

# Charles Pleasant

## IT Support (Help Desk)

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I am seeking an entry level position within the Information Security area which covers Operating Systems, Networking and Systems Administration for professional growth. I am confident that my experience and personal attributes will allow me to become a valued and productive member of your organization.

### WORK EXPERIENCE

#### IT Support (Help Desk)

Agrium, Inc - Loveland, CO - 2015-03 - 2017-03

- Applied corrective action to resolve software issues from employees for SAP and MS Office
- Isolate and resolve issues in the software by gathering data from help desk ticket
- Used multiple applications to troubleshoot and resolve technical issues using 123logmein.com
- Provided ticket numbers via phone and email to employees to log their issues while troubleshooting
- Provide support for Tier 2 team if unable to resolve issue using standard operating procedures
- Systems Administrator for new hires and set-up desktop on LAN or laptop on WAN
- Issuing new passwords and system access
- Report to AP Manager with updates

#### Supervisor of Accounts Payable Dept

Honeywell Inc - Tempe, AZ - 2006-04 - 2014-10

Assisting internal/external customers with processing invoices

- Process check request for vendor check runs which were ran weekly.
- Responsible for the AP Team meet goals invoices each week.
- Supervising the day-to-day activities related to vendor maintenance and check production.

### EDUCATION

#### BS in Information Technology

CSU Global - Greenwood Village, CO  
2017-06 - Present

### SKILLS

MS OFFICE, SAP, EXCELLENT WRITTEN, EXCELLENT WRITTEN AND VERBAL COMMUNICATION  
SKILLS, LINUX

### LINKS

<https://www.linkedin.com/feed/>

### ADDITIONAL INFORMATION

### SUMMARY OF SKILLS

Excellent written and verbal skills, proficient in Linux Core Commands, exceptional problem solving and listening skills, knowledge of MS Office and MS Powershell, experience as systems administrator in SAP, Oracle, CentOS Live CD in VM Ware player software and Networking.